



State Capitol  
Room 224  
Jefferson City, MO 65101  
573-751-4727

MISSOURI  
LIEUTENANT GOVERNOR  
PETER KINDER

Contact: Barry Bennett  
573-751-1088  
barry.bennett@ltgov.mo.gov

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## PRESS RELEASE

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### Lt. Governor Peter Kinder Presents 2007 Missouri Quality Awards

**Lake of the Ozarks, Missouri**-Lieutenant Governor Peter D. Kinder presented the 2007 Recipients of the Missouri Quality Award (MQA) and the Governor's Quality and Leadership Award (GQLA) on Thursday night at Tan-Tar-A Resort and Spa in Osage Beach, Missouri on behalf of Governor Matt Blunt. More than 400 people from across the state were in attendance.

#### Missouri Quality Award

The MQA is the official state recognition for excellence in quality leadership. Modeled after the prestigious Malcolm Baldrige National Quality Award, the MQA is recognized as one of the strongest state-level quality award programs in the country. This year's MQA Recipients are Honeywell FM&T of Kansas City and Missouri Department of Transportation (MoDOT).

#### Honeywell FM&T Kansas City Plant

For over 60 years, Honeywell has managed and operated the Kansas City Plant (KCP). KCP directly contributes to national security and is a key player in producing mechanical, electrical, and engineered material components in a secure environment. The majority of the manufacturing processes are similar to ones in commercial industry. KCP is considered a low risk facility with normal industrial risks. The KCP is restricted from engaging in activities which interfere with the primary mission and from competing with commercial industry.

The KCP supports government agencies like the Department of Defense, The Department of Homeland Security, the Office of Secure Transportation and other similar agencies. Customers include national laboratories, universities, and industry both in the United States and the United Kingdom.

The KCP has three manufacturing areas (electronics, mechanical, and engineered materials) under one secure roof, and prides itself on delivering unparalleled value to the customer. Success is based on integrating manufacturing, supply chain, engineering, and business management skills to deliver on customer schedule commitments at a rate exceeding 99.5 percent. Their experience supporting distinct technologies and processes is founded on more than 61,000 years of workforce manufacturing knowledge and an uncompromising commitment to deliver outstanding performance and to add value. For more than a century, Honeywell has been an important part of the communities where their employees work, live and raise their families. The cities, towns and villages where Honeywell's offices and plants are located aren't just addresses - they're hometowns. We like to say that we're changing communities, one life at a time.

Honeywell's focus areas:

- Science and Math Education
- Family Safety and Security
- Housing and Shelter

Honeywell's achievements:

- Donating approximately \$500,000 annually
- Having 50 percent of our managers to hold leadership positions in civic and charitable organizations
- Volunteering over 5,535 hours to education and community outreach programs
- Maintaining one of the highest per capita giving rates in Kansas City

Honeywell's economic impact:

- Employing approximately 2,500 people
- Providing \$161million in payroll
- Procuring \$80 million in goods and services from local businesses.

Employing Motivated, Highly-skilled People

Honeywell's mission to deliver highly advanced products every day for our nation entails a culture that integrates powerful thinking and powerful solutions. They have proven experience in integrating resources while constantly meeting customers' requirements for quality, delivery and cost. Their solutions are like customers, no two are the same.

- Leaders in cross-complex improvement initiatives
- Providers of technical and environmental safety and health assistance to other NWC sites
- Integrator of applied product development, manufacturing engineering and supply chain management
- Conductor of continuous improvement culture and responsiveness

### Protecting our Nation's Security

For many years, the United States has protected itself and its people by using cutting-edge technologies produced by Honeywell. The Honeywell culture is deeply rooted in the idea that successful companies can make a vital impact when focusing on providing our nation with new products and improving existing products. Our expectation of perfection and our can-do philosophy have made us a top solutions provider.

## **Missouri Department of Transportation**

How do you take a state agency from a favorite target of criticism to the focus of national leadership in its field? Just ask any employee at MoDOT and he or she will tell you it's all about providing results. MoDOT had already assembled a performance measurement system before Pete Rahn became its director in 2004. However, the measures needed to be more focused. At the first strategic advance, department managers were challenged to list what customers expected from MoDOT. The outcome was 18 tangible results. These 18 tangible results became the focus of everything from daily operations to long-term plans

Next, MoDOT identified measures that would give the best indication of how it was doing at delivering those tangible results. Some traditional performance measures found places within the new measurement system, such as Pavement Conditions, while others were discarded. The agency also found gaps in the performance measures that had to be filled. Performance measures were organized by assigning members of the executive team as drivers of performance within each tangible result. Then mid-level managers were assigned as drivers for individual performance measures. Performance analysts were provided as support staff to each measure. The first quarterly publication of MoDOT's performance measures, known as Tracker, was published in January 2005. Then the real challenge began ... getting the performance measures used to initiate change and deliver results. The key was integrating performance measures into the management process. Each quarter, the director hosts a meeting of all senior managers and measurement drivers to review each performance measure.

Recent efforts to make roads safer and partnerships with law enforcement led Missouri to the largest drop in traffic-related fatalities of any state in the nation -- down by 161. At the same time, the overall performance of Missouri's transportation system jumped 11 spots in one year and 22 spots over the past five years among the 50 states. While other states were canceling or delaying highway improvements, MoDOT delivered record amounts of road improvements under budget and on time thanks to radical cost control -- including practical design, keeping bids low, closing roads to speed up construction, applying contractor innovations and slashing administrative budgets. MoDOT also has lowered the number of work days employees were off due to injuries by 69 percent, saving \$7 million in worker's compensations costs that instead went toward transportation improvements.

MoDOT is also getting national attention for two aggressive programs to deliver results to its customers. The Better Roads, Brighter Future program will bring 85 percent of Missouri's major highway system up to good condition by the end of 2011. And the Safe and Sound program will improve 802 of Missouri's worst bridges in just five years and require the winning bidder to maintain the bridges for the next 25 years. From daily activities to long-range planning, MoDOT's focus on results has developed an organization that Missourians can rely upon to deliver great value for their tax dollars.

### **Governor's Quality Leadership Award**

The GQLA is presented annually to a Missouri individual who demonstrates exceptional commitment to the pursuit of performance excellence. The Award recognizes both dedication and outstanding leadership in one's professional and personal life. This year's recipient is Dennis DeGroodt, President and Chief Executive Officer, Missouri Corporate Credit Union in St. Louis.

#### **Dennis DeGroodt**

Dennis DeGroodt is well-known not only for his personal integrity and professionalism, but also for his kindness. This individual always takes time to say good morning to everyone, to have a kind word and a very open friendliness that a person can't help but be drawn to. As little as these things may sound to some, they are huge to others.

Those who nominated this individual were unable to think of anyone with more class and integrity than he. His personal reputation and integrity are beyond repute and are key factors in his ability to increase membership in his organization, despite the highly competitive nature of the business.

He is honest, compassionate and dedicated toward his staff and colleagues. He is also deeply committed to his craft and to performance excellence on both a personal and professional level. He shares this passion with others, through his hands-on leadership, which has infused the spirit and performance of his staff. Although he has had many successes in his field, he remains humble, citing that "we are all in this together." He and members of his staff accept setbacks and victories as a team.

Dennis DeGroodt does not keep all of his victories even within his own organization, however. He is committed to spreading the "quality bug" to his clients and colleagues.

He knows the good it has done for his own organization, and he wants to share that wealth of knowledge with anyone and everyone who will listen. His quest for quality has led him to implement policies and directives to continually upgrade the services and products offered by his organization. As concerned as he is with offering quality services to clients, he is equally focused on ensuring that his client base includes all eligible persons, including low to modest income individuals and families.

This individual has cultivated extraordinary leadership and visionary skills within his field. He has worked alongside others from his sector to create a conference to allow those in his sector to learn about several subjects that affect the growth strategies of credit unions. A goal number of participants was established in the beginning of the planning stage, but the actual number of participants was more than twice the goal number. This group of corporate credit unions have also begun sharing non-financial information with one another; something that was not even on their radar scope prior to his involvement.

His call to public service has led him to sit on the boards of several foundations, one of which is the National Credit Union Foundation. The Foundation is the philanthropic and social responsibility arm of the U.S. credit union system and raises funds, makes grants, manages programs, and provides educational and related services that promote and improve consumers' financial independence through credit unions. This individual was instrumental in the implementation of and the continued growth and success of the Community Investment Fund for the NCUF which is the primary funding mechanism for local, state and national credit union development activities.

This individual's commitment to improving his organization and the state of Missouri would not be possible without the love and support of his wife, Ann, daughters Maria and Sarah, and his mother, Iris.

For more information, please contact Ben Phelps, Director, Missouri Quality Award Program, at 573-526-1728.